

PRIVACY STATEMENT AND TERMS OF SERVICE

Sessions and Confidentiality

By submitting an enquiry for therapy through South East Sex Therapy ('SEST') you agree to accept the below terms :

- a) The use of your personal data submitted in accordance with the Privacy Statement of SEST. Your personal data shall be kept confidential and transferred only to suitable and available SEST therapists to determine whether they can take you on as a client.
- b) SEST nor any SEST affiliated therapist obliged to accept you as a client.
- c) SEST shall not be the service provider of psychotherapy or any other services and that any agreement between one of the named SEST affiliated therapists shall be a contractual agreement between you and the individual psychotherapists in their capacity as sole traders and under terms and conditions agreed between you and the individual therapist. SEST takes no liability for the performance of services under any contract formed between you and the therapist.

Applicable Law

The Terms of Service are governed under and by the laws of England and Wales and the parties agree to the exclusive jurisdiction of the courts of England.

PRIVACY STATEMENT

SEST is the Data Controller for the purposes of the Data Protection Act 2018 ("the Act") and registered with the Information Commissioner Office (ZC083018). Each SEST affiliated therapist is an independent controller of personal data with its own privacy statement and registration with the Information Commissioner's Office. This policy outlines the personal data held by SEST about you. Such data is collected from you with your consent. SEST only process data in accordance with the provisions of and principles set out in the Act and the UK General Data Protection Regulation 2018 (GDPR).

SEST process the following personal data:

- a) Electronic records of your contact details submitted through our website.
- b) SEST shall share contact details with SEST affiliated psychotherapist for the purposes of determining their availability and suitability to provide you therapy.
- c) Background notes of preliminary contact inquiring about the possibility of counselling with a SEST affiliated therapist. This may include sensitive personal data which you share with SEST in the context of enquiring about starting therapy with as SEST affiliated therapist such as information relating to your sex life or religion.

These data records are subject to the provisions of the Act and the principle of the GDPR. They are kept secure, private and confidential.

Any electronic records that are kept on a portable device (including mobile phones) are password protected and encrypted. Only use electronic communication such as email or text messaging for short messages to arrange preliminary meeting, do not share sensitive personal data using these means. Please, use encryption to preserve confidentiality if required to send any sensitive personal data to SEST.

SEST relies on the following legal basis to retain your personal data: i) your explicit consent 2) to protect your vital interests; and iv) where required to manage legal claims.

The following processors may be used to process your personal data: 20i hosting software.

In order to work effectively and safely, neither you or us will attempt to produce video or audio recordings of any telephone or video conversation made with SEST.

Records are kept as long as is reasonable for the purpose for which they were prepared, they will be regularly destroyed every year. If contact is made which does not lead to a client agreement with a SEST therapist, any record of such contact prepared by us is usually destroyed after the lapse of one month from such contact.

Rarely, clients, their solicitors, the police and the courts ask permission to access to counselling records. These are not held by SEST and so such requests will be forwarded to the appropriate SEST affiliated therapist acting as data controller.

You may wish to exercise your rights under the Act and make a subject access request in respect of your personal information held by SEST. To exercise such a request, it should be put in writing to SEST and provide evidence of your identity and proof that your address is the address to which the information is requested to be sent. Within one calendar month of receipt by SEST of the request, and other required proofs, SEST will respond, usually in the form of a schedule listing and describing the personal data held by SEST on you. By submitting your data on the contact form of the website, you understand and agree to this subject access policy for counselling and to the other parts of this policy.

Under the Act, you have the right to access a copy of your personal data, to request corrections or erasure in certain circumstances, and to request the limiting or ceasing of data processing, where applicable (although this may mean that the work with your therapist may have to cease). You also have a right to compensation in the event of substantial damage or distress caused by data processing outside the terms of this agreement.

SEST have determined that the appointment of Data Processing Officer under the Act is not required under the Act.

Please note that it may be necessary from time to time to make changes to this policy and I will inform you as soon as possible when this happens and seek your agreement to the new policy.